



ITIL Process Implementation: Program Update and Change Management

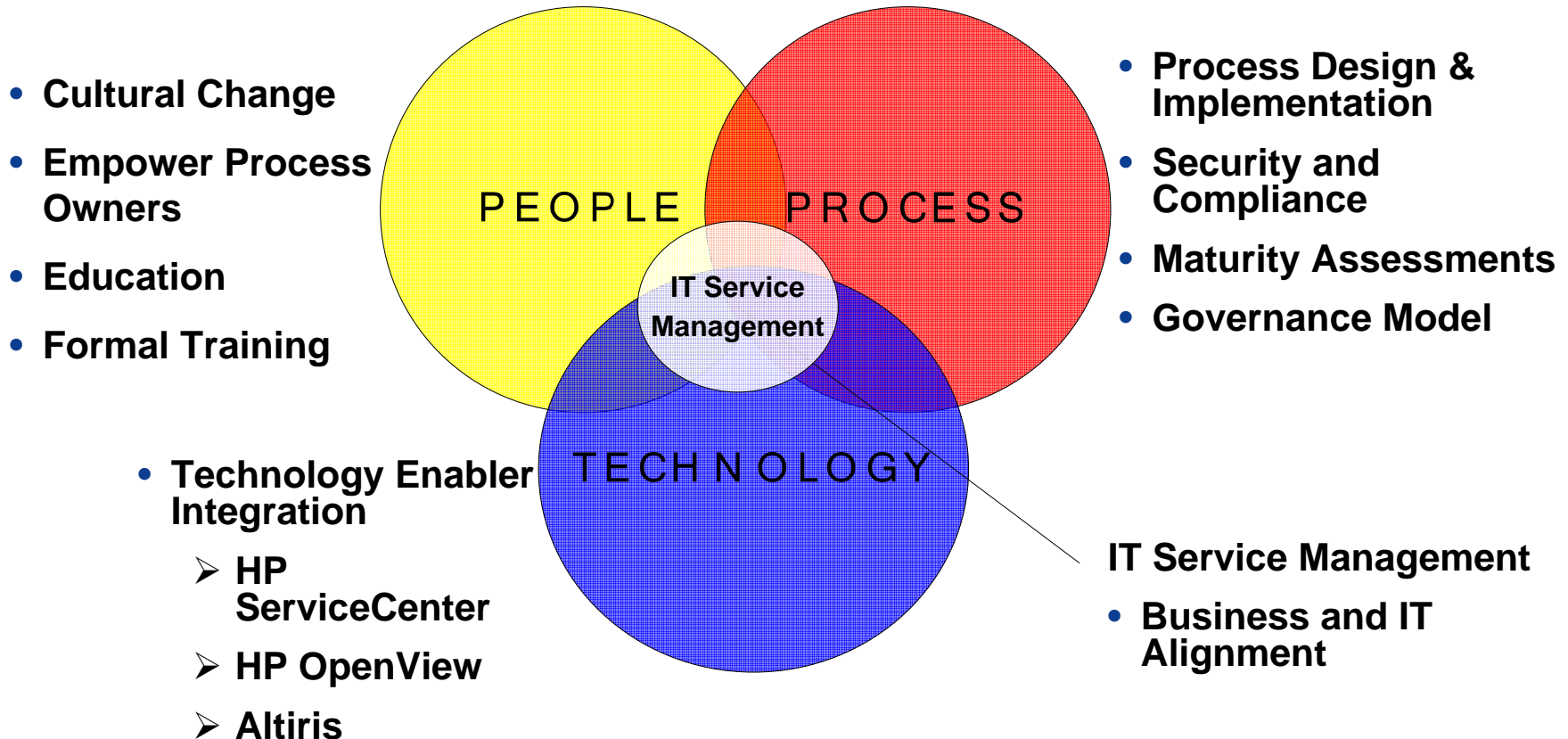
February 21, 2007



Agenda

- ITIL Program Update
- Update on Phase 1: Change, Configuration & Release Roll Out
- Update on Phase 2: Incident, Problem, Capacity, Availability
- High Level Review of the Change Management Process
- Change Request Practical Examples
- Next Steps
- ITIL information sources

Program Approach to IT Service Management

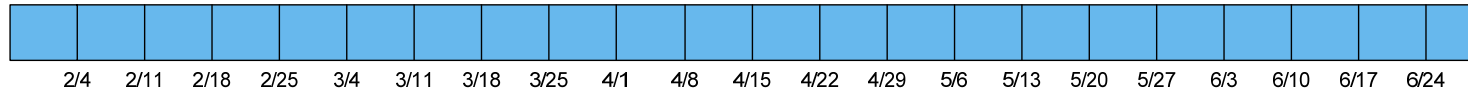


VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.



NORTHROP GRUMMAN

TR053 ITIL® Optimization Project – 6 Month High Level View



Phase I - ITIL® Process Design – Change, Release & Configuration Management



Acceptance – Accepted 2-6

Tool Configuration – Change, Release & Configuration Management



Configure Tool



Functional Test

Change, Release & Configuration Management - Implementation



Training
Development



Pilot Agencies
Training



Pilot



Rollout

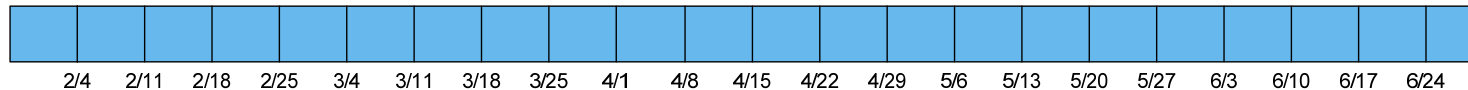
Phase II - ITIL® Process Design for Incident, Problem, Capacity & Availability Management



Planning



Process Design



ITIL Phase II Workshop Agenda

Morning

- Workshop Rules
- Workshop Roles
- Recap - ITIL® Foundations
 - Service Support
 - Service Delivery

Afternoon

- Process (Incident / Problem)
 - Goals / Objectives
 - Terminology
 - Roles & Responsibilities
 - Benefits
 - High Level Process Flow
 - Integration Points
- Exercise
- Next Steps
 - Review Documents
 - Identify Process Gaps
 - Review CSF's / KPI's

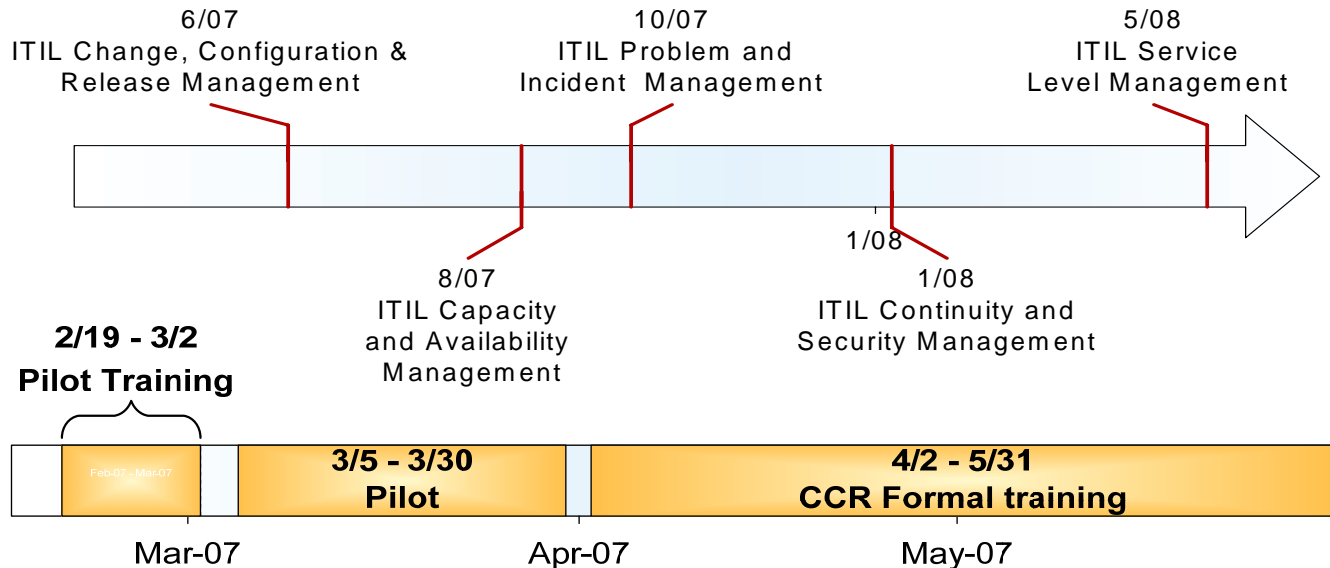
Workshop Take-aways

Understanding
of the
process and
its activities

Good
understanding of
the relationships
with other IT
Service Management
processes

Ability to execute
the process
activities

ITIL Optimization roll out schedule



Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- Pilot Agency Training: 2/19/07 – 3/2/07
- Pilot: 3/5/07 to 3/30/07
- Training for all affected (post pilot) employees: 4/2/07 to 5/31/07
- 1st ITP VITA Central, 2nd ITP East/Capitol/West Regions, 3rd Agencies
- Start using ITIL Change Process: immediately after training

Pilot Schedule

1-Mar Pilot Kick-off
5-Mar Standard
6-Mar Emergency
7-Mar External Feedback
8-Mar Minor/Major
9-Mar Minor/Major
10-Mar
11-Mar
12-Mar Minor/Major Backend
13-Mar Minor/Major Backend
14-Mar Minor/Major Backend
15-Mar External Feedback
16-Mar Internal Feedback
17-Mar
18-Mar
19-Mar Adjustments
20-Mar Adjustments
21-Mar Adjustments
22-Mar Test Adjustments
23-Mar Final Test
24-Mar
25-Mar
26-Mar Selective Testing
27-Mar Additional Feedback
28-Mar Closeout Prep
29-Mar Closeout Meeting
30-Mar Party

What are the objectives of ITIL Change, Configuration and Release Management?

- **Protect your infrastructure through controlled change**
 - Reduce incidents and downtime generated by change
- **Ensure rapid response to IT change**
- **Ensure IT changes achieve their objectives**
- **Deploy multiple IT changes simultaneously**
- **Provide central source of all infrastructure and service management information**
 - Maintain accurate status of all elements of infrastructure
 - Know the environment at all times

What are the benefits of ITIL Change Management to your agency?

- **Availability instead of instability - #1 indicator of Customer Satisfaction**
 - Less impact of failed changes
 - Fewer incidents caused by change
 - Quicker resolution times
- **Effectiveness instead of trial and error**
 - Greater percentage of successful changes
 - Faster successful change implementation
- **Agility instead of bureaucracy**
 - More changes implemented on schedule
 - More changes implemented in a given time period
- **Efficiency instead of wasted resources**
 - Less labor spent on rework & unplanned work
 - Reduced unnecessary “urgent” changes

What is the definition of a Change?

- Anytime you need to add, remove, or enhance a controlled component of the ITP in-scope infrastructure, you will need to develop and submit a Change Request
- A controlled component is an identified, managed hardware or software item that is necessary for the operation of a supported system, service, or application

How fast will changes be processed?

Change Class	Criteria	Expected Approval
Emergency	<ul style="list-style-type: none"> Unplanned changes Service is down, requires immediate attention to restore Always High Priority 	<ul style="list-style-type: none"> Emergency CAB (ECAB) approves As soon as the ECAB can be contacted Immediately to same day
Major	<ul style="list-style-type: none"> Planned changes of higher complexity Service has potential to be impacted, but planning and scheduling mitigate outage 	<ul style="list-style-type: none"> Scheduled CAB approves 1-5 days
Minor	<ul style="list-style-type: none"> Planned changes of lower to medium complexity Service generally not impacted. 	<ul style="list-style-type: none"> Change Manager approves, or Scheduled CAB approves 1-5 days
Standard	<ul style="list-style-type: none"> Planned, routine changes No impact to services Low impact, Low priority changes typically repeated and well known 	Pre-approved

Origins of Change

- **Incident Driven**

- Change required

- Typically Emergency situation
 - Requires immediate attention to restore service or system
 - Emergency Change Request is required
 - Requires Service Owner and Change Manager approval
 - Decision process is expedited

Origins of Change

- Incident Driven – Emergency Change Required Example
 - Airplane Engine on Fire !
 - Need to Land Now and Safely
 - Requires Air Traffic Controller Approval
 - Because other planes may be on runway
 - Decision process is expedited

Origins of Change

- Incident Driven
 - Change **not** required
 - Example: Restart a Service
 - Restore service
 - Close Incident ticket

Origins of Change

- Ready for Production
 - Development and Test activities complete
 - Schedule known
 - Expected in Production
 - Change Request required to release into Production
 - Include Test Results, Implementation Plan, and Back-out Plan details

Origins of Change

- Requires Development and Test
 - Project/Effort has been approved
 - Necessary change
 - Service not impacted at this time
 - Requires entire Change Mgmt workflow
 - CR Creation, planning, analysis, development, test, and release

Change Request Focus

Configuration Items that change the form, fit, or function of the infrastructure, or require a Production install / re-install, will require a Change Request

Configuration Item Category
Network and Telecom
Servers
Database
Data Media – BU & Recovery, Storage Servers, Switches, Tape Library
Storage
Office Electronics – Printer, Scanner
Personal Computer
Application

ITIL Phase 1 Next Steps

- Work with agency Transformation Points of Contact to define list of the agency personnel that will be requesting and implementing changes and releases. These people will attend training.
- Gather agency input regarding the implementation of ITIL Change process in your agency
- Provide ongoing updates through the various Transformation communication channels
- Pilot ITIL Change process at pre-selected pilot Agencies
 - Pilot Agencies: Dept. of Veterans Services, Museum of Natural History, Dept. of Minority Business Enterprise and VITA 3.0
- After pilot, deliver training to all other affected Agency and Partnership employees
- Please contact us with any ITIL related questions at:
questions@vita.virginia.gov

Channels for information

There are multiple sources for you to obtain more information about ITIL:

- Agency Customers: Go to <http://www.vita.virginia.gov/itpartnership/meetings.cfm>
- ITP and VITA 3.0 employees: ITIL page on VITAWeb contains ITIL information: Go to <https://vitaweb.virginia.gov/C2/ITIL/default.aspx>
 - Use your DITLAN account to access the site
- Future COIN meetings
- Monthly AITR meetings
- Transformation Kick-Off meetings
- Monthly newsletters (e.g. IT Partnership News)
- VITA Transformation POC
- ITIL Change Champions

Questions



ITIL: What is it and how can it help you?

- ITIL stands for Information Technology Infrastructure Library
- ITIL is a guidance to establish and manage quality IT processes
- ITIL will address IT business problems that are caused by unmanaged change (e.g. long time spent identifying root cause of IT problems)
- The ITIL implementation project is comprised of 10 processes:
 - Change Management
 - Configuration Management
 - Release Management
 - Incident Management
 - Problem Management
 - Capacity Management
 - Availability Management
 - Security Management
 - Service Level Management
 - Security Management
- Phase 1 will deploy 3 of these processes: Change Management, Configuration Management and Release Management

What are the benefits of implementing ITIL?

- Higher availability of IT and business services
 - ITIL implementation has reduced unplanned work from industry average of 40% to 5%*
 - ITIL implementation has driven IT infrastructure change success rate to over 99% *
- Improves quality of IT services measurably over time
 - Provide metrics to support SLA fulfillment over time
- Improves effectiveness and efficiency of all parties by providing a common service delivery and support framework
 - Common defined and measurable processes to realize efficiencies and automation
 - Common terminology to minimize miscommunication and misunderstanding
 - Clearly defined roles and responsibilities
- Increase our IT staff's productivity through training and experience in service management best practices

* Information Technology Process Institute, ITPI, 2004

ITIL Training

Key Audience		Available Training
Customers	<ul style="list-style-type: none"> • Agency Leadership • Agency Application Owners • User community 	<ul style="list-style-type: none"> • ITIL® Awareness Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Management	<ul style="list-style-type: none"> • VITA Oversight and Governance • All Levels of Management • Program Support Teams 	<ul style="list-style-type: none"> • ITIL® Awareness • Foundation Training • Computer Based Training (CBTs) • Webinars
Performers	<ul style="list-style-type: none"> • Process Owners • Process Performers • Change Champions/Focus Groups • Operations and Technical Support 	<ul style="list-style-type: none"> • ITIL® Awareness Training • ITIL® Foundation Training • ITIL® Practitioner Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Vendors	<ul style="list-style-type: none"> • Key 3rd Party Suppliers for infrastructure services 	<ul style="list-style-type: none"> • Specific Process Training • Computer Based Training (CBTs) • Webinars